Applications accepted from:	**AlI PERSONS INTERESTED**
Job Classification	**SYSTEMS SUPPORT ANALYST II**
Posting Number	**PN# 109679**
Department	**MUNICIPAL COURTS ADMINISTRATION**
Division	**SYSTEMS SUPPORT**
Section	
Reporting Location	**61 REISNER**
Workdays & Hours	**Monday-Friday, 8:00 AM – 5:00 PM***
	***Subject to change**

9 **DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS**
- Assists users in determining specialized computer needs or computer capacity requirements
- Strong analytical, written, and presentation skills and Proficient in both process modeling and data analysis/modeling
- Knowledge of software development and implementation methodologies, as well as client/server and Web-based technologies
- Support a range of projects such as process improvements, systems implementation, data warehousing and efficient reporting
- Understand business processes - purposes, inputs, activities, outputs
- Work closely with stakeholders to translate business needs and the costs/benefits of implementing process/technical solution
- Sound business-related skills including excellent problem solving, team building, judgment and decision making
- Able to work with some supervision to complete project deliverables - on time, on budget, on target
- Analyzes operational procedures to improve efficiency
- Prepare standards and procedures with respect to system software and provide hardware and software support
- Maintains reporting procedures for system administration and utilization
- Assists with capacity planning and/or tuning
- Able to use excellent interpersonal and communication skills to function well in a fast-paced, team oriented environment

Maintain highest professional level of customer service by utilizing efficient problem-solving techniques to address customer concerns and inquiries. Performs other duties as assigned.

10 **WORKING CONDITIONS**
The position is physically comfortable; the individual has discretion abut walking, standing, etc.

11 **MINIMUM EDUCATIONAL REQUIREMENTS**
Requires a Bachelor's degree in Business, Engineering, Computer Science, Economics or a closely related field.

12 **MINIMUM EXPERIENCE REQUIREMENTS**
Two (2) years of experience in data communications analysis and design, programming systems design and maintenance, operating systems software support, or a closely related field experience is required.

Directly related experience may be substituted for the education requirement on a year-for-year basis.

13 **MINIMUM LICENSE REQUIREMENTS**
Valid Texas Driver's License and compliance with the City of Houston policy on driving (AP 2-2).

14 **PREFERENCES**
Experience with Oracle and/or SQL server. Produce process models, diagrams and narratives. Experience with UML.

15 **SELECTION/SKILLS TESTS REQUIRED**   None
However, the department may administer and the applicant must successfully complete a computer skills assessment.

16 **SAFETY IMPACT POSITION**   [X] Yes   [ ] No
If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

17 **SALARY INFORMATION**
Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range for this position is:

Salary Range - Pay Grade 19
$1,094.00 - $2,021.00 Biweekly $28,444.00 - $52,546.00 Annually

18 **OPENING DATE**   March 29, 2006

19 **CLOSING DATE**   Open Until Filled

20 **APPLICATION PROCEDURES**
Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1st floor. **Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquiries, please call (713) 221-0243. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.**

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